GENERAL TERMS AND CONDITIONS FOR ONLINE TICKETING

Article 1 - Preamble

1.1 - The present terms and conditions of sale apply automatically and without restriction to all orders placed for the purchase of a Pass on the Laval Virtual website and on the dedicated websites. They are subject to change without prior notice. The purchase of a Pass by the buyer implies unreserved acceptance of these general terms and conditions as defined by Laval Virtual.

1.2 - We remind you that the use and wearing of a virtual reality headset is not recommended for children under 12 years old and must be done under adult supervision, and strongly discouraged if you suffer from sleep deprivation, anxiety, are under the influence of drugs or alcohol, in case of migraines, earaches and other discomforts. These can increase your sensitivity to adverse symptoms.
It is strongly recommended:
- to stop using AR/VR devices as soon as symptoms such as nausea, dizziness, sweating, paleness...;
- Observe a rest period of one to two hours after the use of AR/VR devices. "The body makes a significant effort to adapt to the virtual world with which it interacts, which can cause some fatigue. It is therefore important to allow an hour or two of rest before resuming an activity that requires a high level of concentration, such as driving a car," explains Dina Attia;
- avoid any exposure to screens two hours before bedtime, especially for children and teenagers, who are more sensitive to blue light;
- avoid using these technologies for people with epilepsy or people identified as sensitive: pregnant women, people suffering from motion sickness, with balance problems or prone to migraines, etc.
You can find more information here: https://www.anses.fr/fr/system/files/AP2017SA0076Ra.pdf

Laval Virtual declines all responsibility in case of use that does not comply with these recommendations.

Article 2 - General

2.1 - Laval Virtual is selling a defined number of tickets for the Show on its website and/or on dedicated websites. Laval Virtual reserves the right to increase or reduce the number of tickets for sale, at any time without notice.

2.2 - The Passes remain the property of Laval Virtual until complete and definitive payment has been received. After payment, the badge becomes personal and is exclusively reserved for the use of the person mentioned. Checks may be carried out at the exhibition.

2.3 - When you click on the 'Validate' button on the 'Payment' page at the end of the checkout process, and you accept by ticking the 'I accept the general terms and conditions' box, you state that you fully and unreservedly accept all of the General Terms and Conditions. In the absence of evidence to the contrary, the data recorded by the website constitutes proof of all transactions between Laval Virtual and visitors to the Show.

2.4 - If Passes are to be collected at the Show reception, in order to guarantee total security regarding credit card transactions, the Passes shall only be issued at reception to the individuals who placed the order upon presentation of valid ID. Without ID, the Passes cannot be issued. Similarly, your business card and ID may be requested at the entrance of the event to eliminate any risk of fraud.

2.5 - **2.5** – By registering, you agree that your data may be shared with exhibitors if you consent to being scanned at the trade show via the mobile application dedicated to exhibitors.

Article 3 -Withdrawal, Cancellation and Reimbursement

3.1 - Absence of a right to withdraw
In accordance with Article 121--20--4 of the Consumer Code, Passes are not subject to a right to withdraw.

3.2 - Passes purchased cannot be returned, exchanged or refunded, even in the event of loss or theft, delay, change of programme, change in dissemination (real/virtual) or distribution beyond our control.

3.3 - A Pass cannot be resold by its holder at a price that is higher or lower than that on the front of the Pass, except subject to agreement between the organiser and a dedicated platform.
The Passes are nominative and cannot under any circumstances be loaned to a third party.

3.4 - In the event of the cancellation or change of date, time or place of an event/conference for which you have booked tickets, you accept that Laval Virtual, as far as possible, can use the details that you entered when booking to keep you informed regarding the course of action.

Article 4 - Prices and Number of tickets

4.1 - The prices of the Pass (face value) are indicated in euros inclusive of tax, excluding the cost of processing and shipping.
All orders, whatever their origin, are payable in euros.
All prices are subject to change without notice, but they are validated on the basis of the price in effect at the time of purchase after our confirmation of the requested payment. No reduction is applicable after payment for the order.

Article 5 - Image reproduction rights

The purchase of a Pass authorises its agents, rights holders, as well as its client, the Laval Virtual association to reproduce and make use of your image in the context of photographs and videos for the provision of the promotion and communication of the Laval Virtual event that will take place in Laval from 7th to 9th April 2027.
This authorisation permits photographers and video makers to make any change, adaptation or deletion it deems useful to the initial image. Photographers and video makers will in particular be able to use, publish, reproduce, adapt and change it, alone or in combination with other materials, by any currently known or future means, methods or techniques.

This authorisation is valid for use:

- For: 10 years,
- Worldwide (any country),
- On any tangible and intangible media, in any formats that are known or unknown at this time, and notably, this list is not exhaustive: printed formats (prints of the photos), catalogues and various publications, CDROM/ DVDROM and other digital formats that are known or unknown at this time, any audiovisual media, notably film, TV and by all means inherent to this means of communication, internet (including Intranet, Extranet, Blogs, social media), right across the spectrum (smartphones, tablets, etc.), media (television ads, cinema advertising), internal communication materials, promotional materials (POS advertising and information, poster campaigns in all places, of all sizes and on all media (urban, airports, stations, public transport, etc.), media intended for sale (merchandising products: postcards, posters, t-shirt, etc.), right of integration within another work/multimedia work.

Article 6 - Secure Payment

6.1 - The purchase of a Pass from Laval Virtual is only binding on receipt of an email confirming the payment transaction. Payment is exclusively accepted online or by bank transfer to the Laval Virtual account for passes purchased from estimate.

6.2 - Tickets bought on the Laval Virtual website or on devoted websites, are paid for by credit cards compatible with the operator's secure payment site or by PayPal.

6.3 - The information provided by the purchaser, when the bank details were entered, are encrypted by the operator responsible for transactions.
Credit card information does not under any circumstances pass through the Laval Virtual network or server.

Article 7 - Personal Data

7.1 - Any information and data about you are necessary to manage your order and our trade relations. This information and data are also stored for security purposes, to respect legal and regulatory obligations, as well as to enable us to improve and personalise the services that we offer and the information that we send you.
The data is stored in the ticketing server and on our digital application:

- The data is stored in your personal account. This data enables your transaction to be carried out. In addition, this data, once registered, enables you to carry out your future transactions more rapidly.
- It will enable us to send you your Passes, and to contact you, as far as possible, in the event of cancellation or a change of date, time or place of a show for which you have booked tickets.

7.2 - In accordance with the law 'Information Technology and Freedom' dated 6 January 1978, data regarding the purchaser is only used by Laval Virtual's internal services. You have the right to access, rectify and contest any information concerning you. You can exercise these rights at any time: Laval Virtual - rue Marie Curie - 53810 Changé - France providing your surname, first name, address and if possible, your customer reference.
In accordance with the regulations in force, your post must be signed and accompanied by a photocopy of a proof of identity bearing your signature and indicating the address to which the answer should be sent. An answer will be sent to you within 2 months of receipt of the request.

7.3 - Laval Virtual shall not disclose or market any information regarding its purchasers apart from its business partners. The information is confidential.

Article 8 - Responsibilities

The Pass and confirmation of the online purchase must be checked by the purchaser just as they are issued by our staff or delivered to your email address.
No subsequent claims will be considered.

Article 9 - Contact

For further information, questions or complaints, please write to: Laval Virtual - rue Marie Curie - 53810 Changé - France
By email: ticket@laval-virtual.org
By telephone - ticket office during opening hours: + 33 2 43 49 75 13

Article 10 - Applicable law - Disputes
Sales covered by these terms and conditions are subject to French law. Any dispute will be handled by the appropriate courts.